

AGENCY BEST PRACTICES

Moderator:

Project Director Stacy Reh

Panelists:

Lawrence Brooks-Hunterdon Youth Services: Binnacle House

Tia Sanders & Sherrelle Jenkins-Crossroads: Mount Holly House

Michelle Robbins & George Rudisill-YCS: Haddon Heights

Who We Are & Who We Work With...

Lawrence Brooks- Hunterdon Youth Services: Binnacle House

Tia Sanders & Sherrelle Jenkins- Crossroads: Mount Holly House

Michelle Robbins & George Rudisill- YCS: Haddon Heights

Discuss your greatest challenge and how your organization worked to overcome them

BINNACLE HOUSE

CHALLENGE- Trying to take on too much at once

Coaches encouraged the team to slow down and focus on a few strategies

CHALLENGE- Data Collection & Dissemination

Focus on what matters, Outcomes & Post Transition Results for Youth
Support and Guidance from Board

Discuss your greatest challenge and how your organization worked to overcome them

Crossroads

CHALLENGE- Buy In of Staff

Consistency & Excitement
Accepting Feedback & Hearing Concerns
Share and Dive Into Data
Maintain Momentum

CHALLENGE- Buy In of Youth & Families

Consistency & Excitement
Engage in Daily Contact

Discuss your greatest challenge(s) and how your organization worked to overcome them

Haddon Heights

CHALLENGE- Buy In of Staff

Being Consistent
Sharing Data
Showing How the Effort Will Improve Their Job
Empowering Staff

CHALLENGE- Staff Turnover

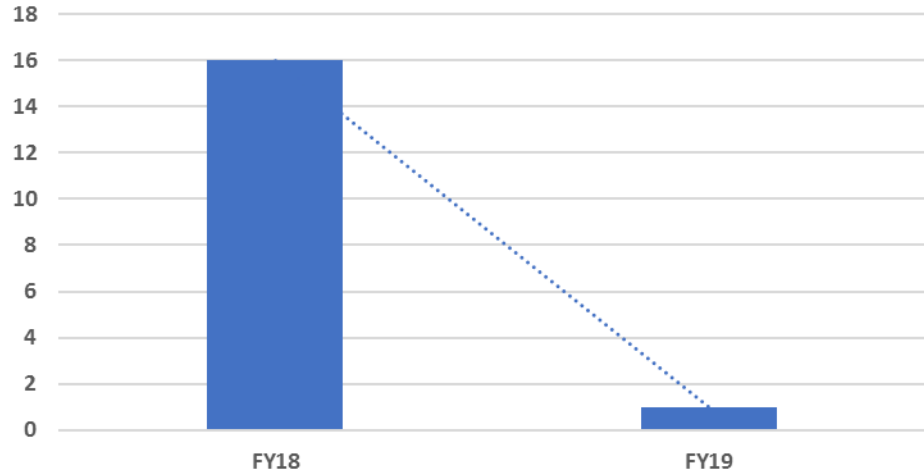
Positive Turnover for Non Adopters
Leadership Covering Shifts

SHARE SIGNIFICANT ACCOMPLISHMENTS

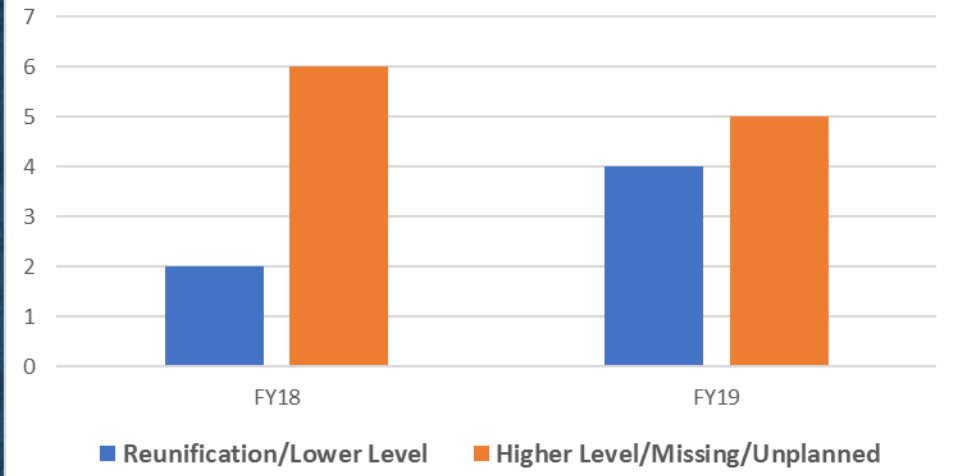
CROSSROADS

- Shift in Culture: Both Programmatic Changes & Engagement Strategies
 - Engaging with families and emphasizing collaboration & participation
 - No Blackout Period
 - Family Time Expected
 - NHA for Caregivers
 - No level systems
 - Policies changed to reflect Six Core and NHA language and principles
 - Focus NHA for Staff

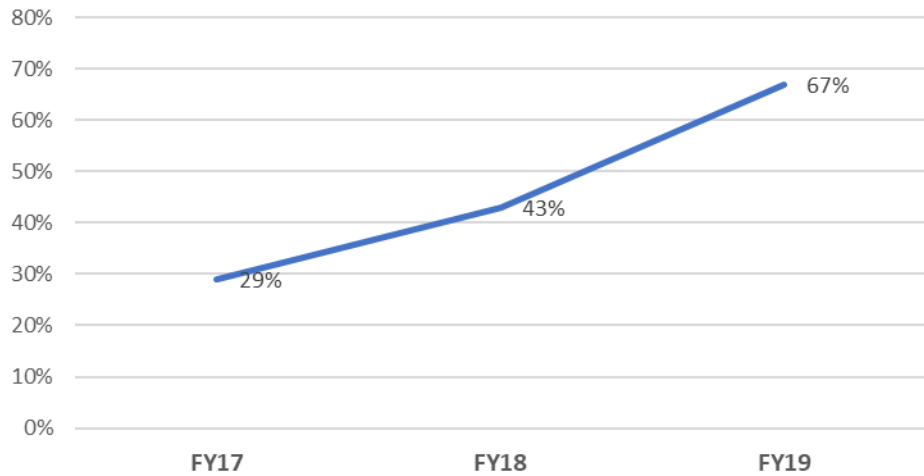
GRIEVANCES



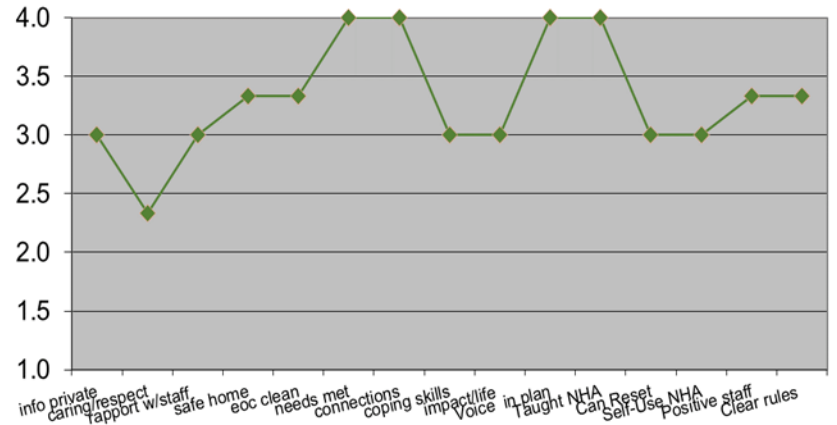
MHH Transitions by Type



Staff Satisfaction With Recognitions Received



MHH Youth Satisfaction Aug



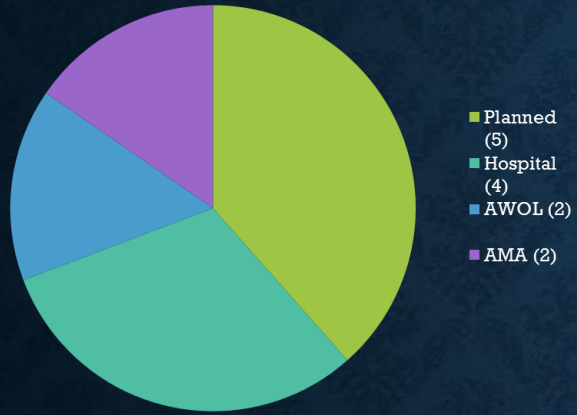
SHARE SIGNIFICANT ACCOMPLISHMENTS

HADDON HEIGHTS

- Significant decrease in missing youth
- Significant reduction in medications
- Increase in youth engagement leading to increased youth responsibilities
- Increase in staff meeting attendance by 40%
- Prior to the initiative, no youth were engaged in post secondary education

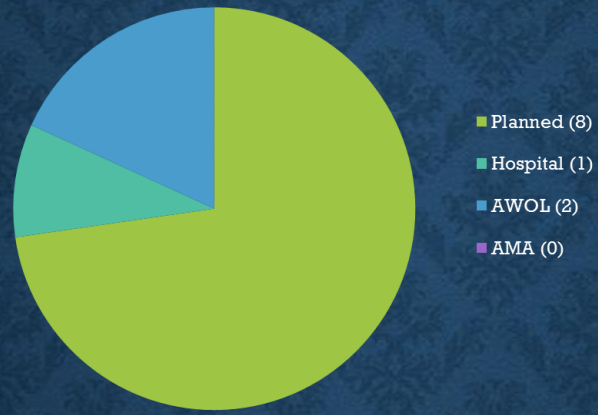
TRANSITION OUTCOMES PRIOR TO IMPLEMENTATION

Transitions 3/2016-2/2018

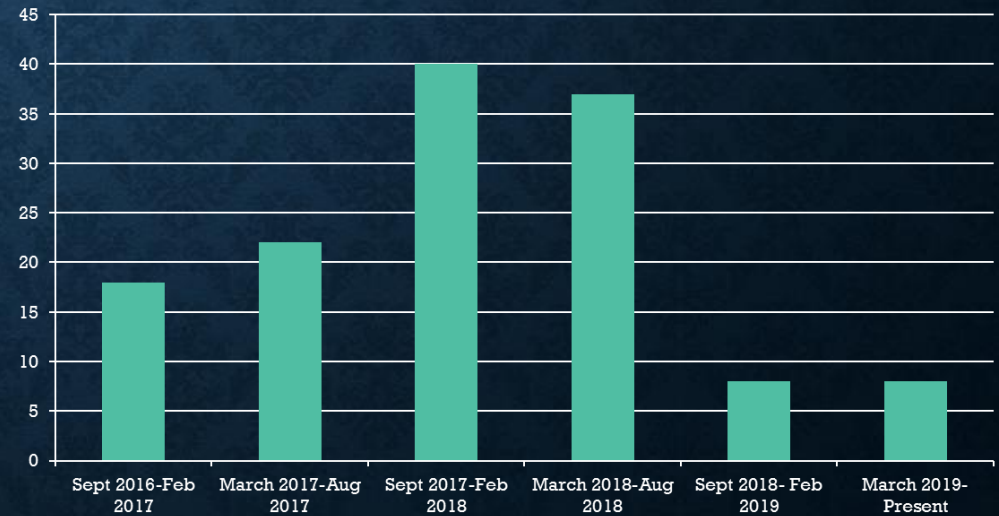


TRANSITION OUTCOMES POST IMPLEMENTATION

Transitions 3/2018-6/2019



AWAY FROM PROGRAM WITHOUT PERMISSION



SHARE SIGNIFICANT ACCOMPLISHMENTS

BINNACLE HOUSE

- Shift in Culture: Both Environmental Changes & Engagement Strategies
 - Sensory Tools and Visual Messaging
 - On Site NHA trainers & the integration of NHA and motivational interviewing
 - Increased individualized treatment and care

GAME CHANGERS/LESSONS LEARNED

HADDON HEIGHTS

- A focus on enhancing and elevating youth engagement
- NHA for youth
- Change in the cell phone policy
- Helping youth appropriately use cell phones and social media
- Removed the power struggle with staff
- Think Outside the Box
- Need Full Leadership Buy In & Empower Staff

GAME CHANGERS/LESSONS LEARNED

BINNACLE HOUSE

- Debriefing- Deeper Dive into Incidents & Follow Ups
- A focus on enhancing and elevating youth and family voice
 - Former resident's parent is a board member
 - Parent/Board Member reviewed and provided feedback on website
 - Current youth participates on the program committee
 - Created a private FB group page for former youth to connect with each other and staff
- This organizational change is a parallel process to what we asking for from youth and families
 - This requires us to be vulnerable...in order to connect, to be individualized and to create healing environments!
- Be open to change and to evolving
- Be transparent

GAME CHANGERS/LESSONS LEARNED

CROSSROADS

- Strong Leadership Attitude, Genuine & Supportive
- A focus on enhancing and elevating youth and family voice
- Daily Caregiver contact with a focus on strengths and positives
- Start each day with an intention and a lens of seeing greatness & strengths
- Be patient and allow yourself to reset & refocus
- Be relentless & have patience...it is a process...it's not just about the numbers!